TRICARE

TRICARE Pre-deployment Brief

Marine Corps Base Hawaii

TriWest Healthcare Alliance®

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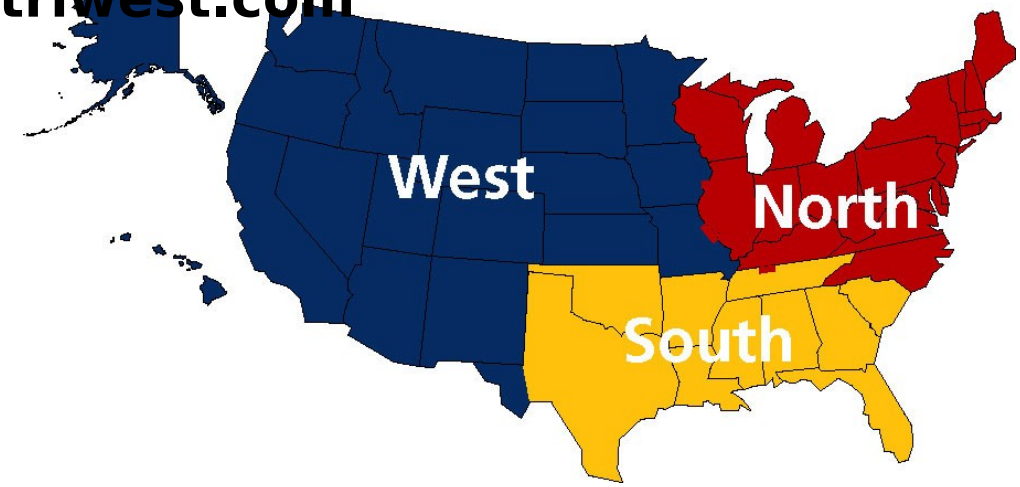
TRICARE Regions

West Region

TriWest Healthcare Alliance, Inc.
1-888-TRIWEST
www.triwest.com

North Region

Health Net Federal Services, Inc.
1-877-TRICARE
www.healthnetfederalservices.com



South Region

Humana Military Healthcare Services, Inc.
1-800-444-5445
www.humana-military.com

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TRICARE Overseas Areas

TRICARE Latin America & Canada
1-888-777-8343 Option #3
www.tricare.osd.mil/tlac

TRICARE Europe
1-888-777-8343 Option #1
www.europe.tricare.osd.mil

TRICARE Pacific
1-888-777-8343 Option #4
www.tricare.osd.mil/pacific

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Before you move…

- **Do not disenroll from TRICARE Prime**
- **Plan ahead for routine medical care**
- **Refill all prescriptions**
- **For a smooth transition, check out TRICARE options in your new location *before* you move.**

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After You Move…

- **Update DEERS**
- **If moving to another location in the same region, select a new primary care manager**
- **If moving to a new region, transfer your enrollment**
- **Explore family member options**

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Updating DEERS

- **Make address changes online at www.tricare.osd.mil/DEERS or…**
- **Visit an ID card-issuing facility**
  - **Find one near you at: www.dmdc.osd.mil/rsl.**
- **Call 1-800-538-9552**
- **Mail changes to:**

Defense Manpower Data Center Support Office

Attn: COA

400 Gigling Road

Seaside, CA 93955-6771

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Moving with TRICARE Prime

- **If moving within your current TRICARE region:**
  - **Select a new primary care manager**
  - **Call regional contractor for assistance**
- **If moving to a new TRICARE region:**
  - **Transfer enrollment within 30 days**
  - **Submit a new enrollment form in new region**
  - **Select a new primary care manager**
- **If moving to a remote location, you'll transfer to TRICARE Prime Remote.**

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TRICARE Prime Remote (TPR)

- TRICARE Prime "in remote locations": >50 miles/1hr from MTF
- Care received from civilian providers
  - Network providers, if available or TRICARE-authorized providers, if not
  - Call regional contractor for assistance
- Family members eligible for TRICARE Prime Remote for Active Duty Family Members if they live with you
- Same Prime rules, same Prime costs (unless POS)
- Enter your new ZIP code at www.tricare.osd.mil/tpr to see if you are moving to a TPR location.

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TRICARE Standard/Extra—*Family Members*

- **Explore options in new location**
- **May enroll in TRICARE Prime**
- **If continuing to use TRICARE Standard and Extra in new location**
  - **Find a new provider, visit www.tricare.osd.mil/providerdirectory**
  - **Learn prior authorization requirements in new region**
  - **File claims with new claims processor**
- **TRICARE Extra is not available overseas.**

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Urgent or Emergency Care Enroute

- Urgent care
  - Coordinate care with your “old” PCM or regional contractor (in the region you are moving from)
- Emergency care (loss of life/limb/eyesight)
  - Call 911 or visit the nearest emergency room
  - Contact your “old” PCM and regional contractor within 24 hours or as soon as possible
- Remember…coordinate with the region from which you are moving until you transfer your enrollment

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Filling Prescriptions on the Road

- Best options for filling prescriptions:
  - Find a military treatment facility pharmacy, visit ww.tricare.osd.mil/mtf
  - Find a TRICARE network pharmacy at:
    - 1-866-363-8779 or www.ExpressScripts.com/TRICARE
- Stop mail-order pharmacy shipments before travel or provide a temporary address
  - Update ESI with new address, phone number, etc. when you get to your new location
- Remember…fill prescriptions before you travel.

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TRICARE Dental Program

- **Do not disenroll**
- **Ask your current dentist for copies of your dental records**
- **After you move and update DEERS, notify United Concordia of new address, phone number, etc.**
- **Find a new participating dentist**
- **Visit www.TRICAREdentalprogram.com or call 1-800-866-8499 to find a new participating dentist.**

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Key Points to Remember

- **Do not disenroll from TRICARE Prime**
- **Get routine care and fill prescriptions before you move**
- **Update DEERS as soon as you get to your new location**
- **Transfer your enrollment and obtain a new PCM**
- **Contact your regional contractor or TRICARE Area Office for assistance**
- **Comments or feedback? www.tricare.mil/evaluations/feedback**

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TRICARE Information Resources

- **Triwest Healthcare Alliance**
  - 1-888-TRIWEST
  - www.triwest.com
- **Defense Enrollment Eligibility Reporting System (DEERS)**
  - 1-800-538-9552
- **Express Scripts**
- 1-866-363-8779
- **United Concordia TRICARE Dental Program**
  - 1-800-866-8499
  - www.tricaredentalprogram.com

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Staying Locally during the Deployment

- Using the Naval Health Clinic Hawaii, Kaneohe Bay Branch Clinic
- Mon-Fri 0730-1130, Mon-Thurs 1300-1600

- Family Practice Clinic
- Pediatric Clinic

- Makalapa Clinic; similar hours
- FP, Peds, IM

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Appointment Setting

- Central Appointment center
- Web based booking
- Calling the clinic directly

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Central Appointment

- Central Appointment number
- K-bay or Makalapa: 473-0247
- Mon-Fri 0600-1600
- Sat 0730-1100

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Web Based booking

- www.tricareonline.com
- See brochure for registration instructions
- Easy to use
- Convenient

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Calling the clinic directly

- Kaneohe Bay: 257-5041
- Family Practice x416
- Pediatrics x301

- Makalapa: 473-1880
- Family Practice x2235/2213/2400
- Pediatrics x2299/2296
- Internal Medicine x2301

- Triage Nurse; Medical advice during working hours, 0730-1600 M-F: 473-1880 x2410

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Weekends…

- Acute Weekend Appointments at Makalapa Clinic
- Central appts; 473-0247 or 473-1880
- 0800-1600 Sat & Sun
- Appointments or Walk-in

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After Hours….

- 1600-0730
- Tripler Emergency Room – 24/7 walk-in

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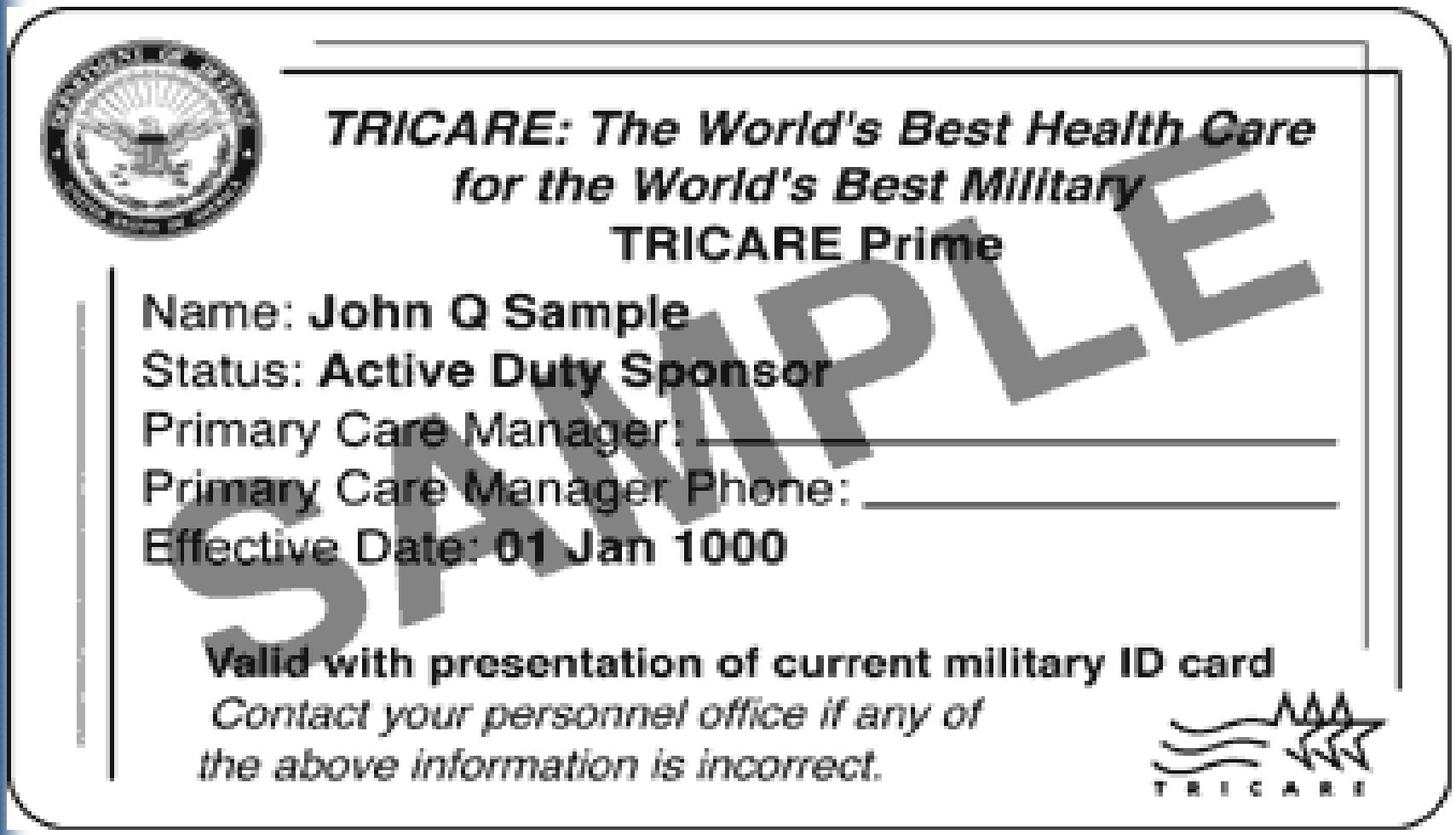
TRICARE: The World's Best Health Care
for the World's Best Military
TRICARE Prime
Name: John Q Sample
Status: Active Duty Sponsor
Primary Care Manager:
Primary Care Manager Phone:
Effective Date: 01 Jan 1000
SAMPLE
Valid with presentation of current military ID card
Contact your personnel office if any of
the above information is incorrect.
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Thank You!

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